

Attorney Docket No. 01702/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO

Serial No. : 10/002,743

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit :

Examiner :

**INFORMATION DISCLOSURE STATEMENT**

Assistant Commissioner for Patents  
Washington, D.C. 20231

S I R :

Submitted herewith are:

1. Form PTO/SB/08A and copies of the documents listed thereon; and
2. Form PTO/SB/08B and copies of each of the related applications identified thereon.

Also submitted herewith are copies of the Official Filing Receipts for each of the related U.S. applications identified on the attached form PTO/SB/08B.

It is respectfully requested that the Examiner consider the publications submitted herewith and return an initialed copy of the attached form PTO/SB/08A to confirm that the publications listed therein have all been considered and made of record.

**CERTIFICATE OF MAILING**

I hereby certify this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class mail in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231 on the date noted below.

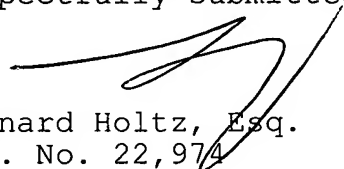
Attorney: Leonard Holtz

Dated: March 20, 2002

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by check attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper, to Account No. 06-1378.

It is also respectfully requested that the Examiner consider all of the related applications identified herein and return an initialed copy of the attached form PTO/SB/08B to confirm that the related applications have each been considered and made of record.

Respectfully submitted,



Leonard Holtz, Esq.  
Reg. No. 22,974

March 20, 2002

Frishauf, Holtz, Goodman, Langer & Chick, P.C.  
767 Third Avenue - 25th Floor  
New York, New York 10017-2023  
Tel. No. (212) 319-4900  
Fax No. (212) 319-5101  
LH:sp



Please type a plus sign (+) inside this box →



PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<b>Substitute for Form 1449A/PTO</b>  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number		10/002,743		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit				
				Examiner Name				
Sheet	1	of	2	Attorney Docket Number		01702/LH		
<b>U.S. PATENT DOCUMENTS</b>								
<b>FOREIGN PATENT DOCUMENTS</b>								
Exam Inits <sup>1</sup>	Cite No <sup>1</sup>	Offc <sup>2</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T 6
		JP	2000-115393	A	CANON INC.	04-21-2000		*
		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
		JP	11-232327	A	HITACHI LTD.	08-27-1999		*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000		*
		JP	2000-215204	A	SHARP CORP.	08-04-2000		*
		JP	2001-084276	A	OKI ELECTRIC IND.	03-30-2001		*
		JP	11-250130	A	FUJITSU LTD.	09-17-1999		*
		JP	2001-160103	A	KONICA CORP.	06-12-2001		*
			*English language Abstract only					
Examiner Signature				Date Considered				

<sup>1</sup> EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>2</sup> Unique citation designation number. <sup>3</sup> See kinds of U.S. Patent Documents. <sup>4</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>5</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>6</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>7</sup> Place a check here if English translation is attached.

DATE MAILED: March 20, 2002



Please type a plus sign (+) inside this box →

+

PTO/SB/08B (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<b>Substitute for Form 1449A/PTO</b>  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/002,743
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	01702/LH
<b>OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS</b>					
Examiner Initial s <sup>1</sup>	Citation No. i	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			T <sup>2</sup>
		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO			
		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO			
		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO			
		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO			
Examiner Signature				Date Considered	

\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> Place a check here if English translation is attached.

DATE MAILED: March 20, 2002